

COVID-19 Test Order Process via the Health Partner Order Portal (HPoP)

UPDATED: 11/2023

To order and receive shipments, partners must have an active account within HPoP. Click [here](#) to register if you do not have an active HPoP account.

EVERY MONDAY BY
11:59 PM



SUBMIT TEST ORDER

Orders must be submitted in HPoP by **Monday at 11:59 PM** to receive a shipment that week

TUESDAY



ORDER REVIEW

NC DHHS will review, validate and process orders

WEDNESDAY



ORDER TRANSMISSION

On Wednesdays at 9:30 AM, all orders will be transmitted from ASPR to distribution partners for processing

Orders typically arrive 7-10 days from the shipping date.



ORDERS DELIVERED

How to Submit a Test Order:

1. Sign in at <https://hpop.hhs.gov>
2. Navigate to **Site Orders/Inventory**.
3. Make sure you are in the **Orders** tab.
4. Click **Create Order** in the top right corner of the screen.
5. Select **COVID-19/Diagnostic**.
6. Select the **Test Brand** you wish to order.
7. Select the **Quantity**.
8. Review your order.
9. Once you have reviewed your order and are ready to proceed, click **Submit Order**.

Available COVID-19 Tests:

Orasure IntelliSwab

Min: 1 package/48 tests

Max: 1,000 packages/48,000 tests

Access Bio CareStart

Min: 1 package/464 tests

Max: 1,000 packages/464,000 tests



NCDHHS
COVID-19 Response

If you are experiencing any issues or need further assistance, please email covid19testingandtreatments@dhhs.nc.gov